

# ORIGINAL



# UTILITY COMPLAINT FORM

47CO

**Fax:**

**Date: 3/26/2008**

**is: E-Mail**

**Contact Phone:** n/a

RECEIVED  
2008 MAR 27 A 10:13  
AZ CORP COMMISSION  
DOCKET CONTROL  
Contact Phone: 71a

DOCKETED

DOCKETED BY

np

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator's Comments and Disposition:**

Sent the following letter via e-mail to consumer:

March 26, 2008

C. S.

RE: ARIZONA PUBLIC SERVICE

Dear C.S.,

Your e-mail comments regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS rate application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utilities Consumer Analyst  
Utilities Division

Filed in Docket: E-01345A-08-0172

\*End of Comments\*

**Date Completed:** 3/26/2008

**Opinion No.** 2008 - 67313

---

#E-01345A-08-0172

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 - 67294**

**Date:** 3/25/2008

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Bill

Hagey

**Account Name:** Bill Hagey

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Peoria

**CBR:**

**State:** AZ Zip: [REDACTED]

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

RE: Docket No. E-01345A-08-0172.

Customer is opposed to APS's recent application requesting an increase in rates. Customer feels their rates are already too high. Per customer, "if APS is having a financial down fall the company should tighten up its belt just like everyone else is having to do with the upcoming recession".

Customer indicated that the company is never satisfied and appears to always be trying to obtain additional increases in their rates.

Customer is upset because he is disabled and has multiple medical issues which require that he be on various medications on a regular basis. Customer explained that there has been many occasions that he has had to sacrifice his medication to pay his electric bill. Customer struggles to pay his current electric bills and is positive if the company is granted another increase he will not be able to afford to pay the bills.

\*End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

I advised the customer that his opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. I explained to the customer that a copy of his opinion will be distributed to all Commissioners and staff assigned to the case, who will review and take his comments and concerns into consideration before a decision is rendered in the APS application.

I thanked the customer for taking the time to express his opinion on the proposed rate case as opinions received assist the Commission during the investigation and review of the rate application.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Lastly, I informed the customer that APS does have a plan which offers service at a reduced rate for customer's that meet the financial criteria which he may consider applying for if he is having financial difficulty in paying his electric bills. The customer stated that he is interested and would be looking further into this plan as his income is extremely limited since he is on disability.

I provided the customer with the telephone number for the APS Executive office for further information on how to apply. I also provided the customer my name and telephone number if he is in need of any further assistance.

CLOSED

\*End of Comments\*

**Date Completed: 3/25/2008**

**Opinion No. 2008 - 67294**

---

E-01345A-08-0172

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      67311

**Date:** 3/26/2008

**Complaint Description:**      08A    Rate Case Items - Opposed  
   N/A    Not Applicable

**Complaint By:**      **First:**      **Last:**  
                                 J      Stavitzski

**Account Name:** J Stavitzski

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** [REDACTED]

**CBR:** [REDACTED]

**State:**      AZ      Zip [REDACTED]

**is:** E-Mail

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

-----Original Message-----

From: jstavitzski@cox.net [mailto:[REDACTED]]

Sent: Tuesday, March 25, 2008 7:14 PM

To: Utilities Div - Mailbox

Subject: Fwd: APS RATE HIKE!

Date: Tue, 25 Mar 2008 19:11:54 -0700

From: <jstavitzski@cox.net>

Subject: APS RATE HIKE!

Cc: admindiv@azcc.gov

Dear Arizona Corporation Commission Commissioners,

This rate hike is absolutley ridiculous! Get the CEO of APS to get of his butt and give up the huge bonuses het gets, stock options, retirement plans and perks and give to back to the communitty! Yes, give it up!

The people of Arizona can not afford another rate hike, people can't pay for their homes, cars, food for their children or even medications and you are going to allow another rate hike?  
What's wrong with this picture?

Most people live from paycheck to paycheck and maybe if you did, you would feel the pinch also. Everthing is going up, food, gas, utilities, but not the consumers paychecks!!!!!!!!!!!!!!!!!!!!!!

Wake up people and serve the public, we all have a voice to be heard and trust me, I am taking this to all medias with names and e-mail addresses to fight this issue! This is my right as a consumer and my voice will be heard!

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

As APS puts it "WE NEED THIS TO REMAIN SOLID FINANCIALLY" and what about our financial stability?  
Can you make my house, car, medical, food, daycare and prescription payments?

Wake up people!

J Stavitzski  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

e-mailed the following letter to consumer:

March 26, 2008

J Stavitzski  
[REDACTED]

RE: ARIZONA PUBLIC SERVICE

Dear Mr. Stavitzski,

Your e-mail comments regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS rate application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utilities Consumer Analyst  
Utilities Division

Filed in Docket: E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

\*End of Comments\*

Date Completed: 3/26/2008

Opinion No. 2008 - 67311

---

